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FACTS TO BUILD ON

New Law Provides the Public with More Contractor Information

A new law – Senate Bill 135 – expands information that the CSLB may disclose to the public about complaints and legal actions taken against contractors. The law also limits how long a citation, license suspension or stayed revocation will be disclosed to the public.

Currently, CSLB can only disclose information about complaints filed against contractors after an investigation is complete and the case has been referred for legal action. Legal action includes citation, criminal prosecution, and referring a completed investigation to the Office of the Attorney General requesting that an accusation be filed to suspend or revoke the contractor's license.

Under the new law, the CSLB will make public the date, nature, and status of complaints as soon as it is determined that a probable violation has occurred and, if proven, would be appropriate for suspension or revocation of the contractor's license or a criminal prosecution. This portion of the law becomes effective July 1, 2002.

Additionally, the legislation directs the CSLB to create a disclaimer stating that the publicly-disclosed complaint is an allegation, along with other information to help consumers evaluate the nature of the complaint.

Citations will be disclosed for five years, and disclosure about license suspensions or stayed revocations will be limited to seven years. Previously, complaints, license suspensions and stayed revocations were disclosed indefinitely. This portion of the law becomes effective no later than January 1, 2003.